



iDMB

A Newsletter for the Employees of the Department of Management and Budget

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Travel contract focuses on customers

Travel Services is implementing a new travel management contract with Total Travel Management. This new vendor will allow Travel Services to change from a control organization to a consultant-based program in order to bring added value to our customers.

Customer service was a primary focus of Travel Services throughout the contract process. Focus groups were conducted with Travel Services' customers to determine whether the

travel program adds value and, if so, to identify customer needs. The new contract has key performance indicators including measures for responsiveness, error, and traveler satisfaction to ensure continued customer satisfaction. Performance incentives are tied to these measures. The new travel management contract also means that the Department of Management and Budget will no longer review exceptions to the state's travel policy.

The shift to consulting will mean that Travel Services' role will be to ensure that the program adds value and to market this program to state travelers. This means that travelers and administrators will be consulted and new program features will be initiated to meet their needs.

To inform DMB's customers of the change, travel coordinators were informed in a quarterly meeting. Additionally, smaller meetings were held with departments to discuss policies that they identified as needing to be reinforced by travel consultants and through Internet tools. Web-based training is being utilized to help familiarize travel coordinators with the booking software.

Other areas of DMB working with Travel Services include; Financial Services, who are working with Travel Services to change payment methods; and the Director's Office, who are assisting in providing marketing expertise to promote the value of the Travel Program.



Travel Services: (left to right) Dave Ancell, director, and Ronda Whiting.

**Employee
Recognition
and
Celebration
Photos!**

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News from the themes

In Brief...

Infrastructure Services' Capital Renewal Division has moved from the second floor of the Mason Building to the first floor. Infrastructure Services' Operations Division, which had temporarily moved to the second floor of the Mason Building is now back on the first floor as well.

Acquisition Services' Logistics Division has developed seven ListSers that provide information on different areas of the division. They are: RECORDS-MGT, for Records Center; DMB-MATERIALS-MGT, for Materials Management; DMB-FEDSURPLUS, for Federal Surplus; STATE-SURPLUS-PUBLIC, for State Surplus; STATE-SURPLUS-AGENCY, for State Surplus (State Employees); DMB-FREIGHT-SERVICES, for Transportation Services (freight); DMB-MAIL-DISTRIBUTION, for Transportation Services (mail).

To subscribe to any or all of the above ListSers go to www.state.mi.us/listserv/subscribe.html

Niles State Police post construction begins



Artistic rendering of the new Niles State Police Post/Public Safety Complex.

Construction of the Niles State Police Post/Public Safety Complex began June 24 on a partially wooded, 12-acre site east of downtown Niles near the Cass County line. This facility will combine the forces of the Michigan State Police, the City of Niles Police Department, the Niles Township Police Department and the Berrien County Sheriff's Department. The total project cost has been authorized by the Legislature at \$6.5

million and is scheduled for completion in October 2003. Staff from Infrastructure Services overseeing the project include **Jan Miller**, project director, and **Bill Kunkel**, inspector.

At the request of the Department of Management and Budget, the lead architects, Integrated Architecture, along with their consultants Venture Architects, designed the building following environmentally friendly guidelines. The guidelines were established by the United States Green Building Council in their Leadership in Energy and Environmental Design Rating System. The system was established in 1999 for design professionals to use as a benchmarking tool for measuring the environmental friendliness of the building.

The appearance of the facility was designed to convey the unity between the separate organizations which will inhabit it. In a single facility, each agency can tap the resources of the others to improve the level of service to the Niles community and south Berrien County. Shared areas and functions will include reception, lobby/waiting, training classrooms, conference rooms, locker rooms, lunchroom, fitness area, mailroom and equipment.

Federal Surplus ready to serve government

The Federal Surplus Property Program has completed its move to the old State Surplus building at 3353 N. Martin L. King Jr. Blvd. and is ready to serve the needs of state government.

Current inventory includes office supplies (copy paper, pens, pencils, binders), hardware (nuts, bolts, screws), hand tools (wrenches, pliers, hammers), and winter clothing. Ordering items from Federal Surplus is easier and cheaper than ordering them from other sources. One advantage is there are no monthly bills to process in MAIN. To place an order, only an index number is need. Call (517) 335-9105 to place an order.

For additional information, subscribe to the Federal Surplus ListServ at www.state.mi.us/listserv/subscribe.html by selecting DMB-FEDSURPLUS.

News from the themes

Grace's CBT Corner: Creating a new IDP

As you know, a new IDP is required at the beginning of each performance assessment cycle. Your IDP might change for a few reasons such as a job or classification change, major changes in work assignments, or a change in the nature of your job. If none of these things have happened since your last assessment and development cycle, your competencies will likely remain the same.

Remember to discuss your training and development needs when you meet with your supervisor to create your new IDP. Training should be targeted to competencies you and your supervisor identify as areas for future skill development. Use "Part B" to record these plans and include the specific competencies that you will address and specific course names for targeted training or skills enhancement opportunities for your next review period.

Grace Bonofiglio is iDMB's CBT columnist. Her column appears monthly.

Logistics asks for employees' help with ID mail

Over the past few months many Department of Management and Budget offices have moved. In order to keep DMB's ID mail moving quickly, Acquisition Service's Logistics Division asks that all DMB employees include three pieces of vital information on their mail: the person's name, building location and department/division.

Current office I.D. mail addresses are available at www.michigan.gov/dmb by clicking on Agency Services, then Transportation Services. Under "Lansing Routes by Department" you will find a list that

Department	Division
Department of Management and Budget Organizational Services/Org Development Ottawa Building Jane Doe	

DEPARTMENT	DIV/SECTION	BLOG/LOC
Department of Management and Budget Jane Doe		

Department	Division
Retirement Services General Office Building	

Correct

Wrong

Wrong

includes departments, offices, and their current addresses. Current out-state ID mail address are also available under "Regional Routes."

Additionally, when mail does get directed to an old office location, Logistics asks employees to write the correct address on it. This will help ensure that everyone gets their ID mail in a timely manner.

Major changes underway in Human Resources

A change is underway in Organizational Services's Human Resources Division. The division is starting to provide human resource services to Department of Information Technology employees. The services provided include recruitment, classifications, leave administration, labor relations, payroll/transaction processing, time and attendance processing and HRMN system maintenance.

Personnel files are being transferred to Human Resources from all state departments where DIT employees were transferred. In addition to files, the division is receiving new staff to deal with the approximately 2,000 DIT employees. New Human Resources staff include: **Keli Edmunds**, transactions; **Julie Harris**, recruiter; and **Mary Withers**, leave administrator. In addition **Jeanette Bekke** was promoted to handle DIT transactions and **Angie Fuqua** is on loan from Department of Corrections to help with the transition.

Policy direction and departmental approvals (hiring, termination, etc.) will remain the responsibility of DIT.



Human Resources' DIT Team: (left to right, back row) Mary Withers, Julie Harris, Angie Fuqua, (front row) Keli Edmunds, and Jeanette Bekke.

Employee happenings

Employee Celebration

Approximately 400 employees attended the fourth annual employee recognition and celebration was held August 28 on the grounds of the General Office Building.

Employees who had reached 30, 35 and 40 continuous years of service were recognized. They included: Joseph Barkley, Marilyn Becker, Joan Bosheff, Mary Carrizales, Ralph Chapman, David Claus, Jose Cortez, Phillip Gooder, Sue Horvath, Kevin Lyons, Joyce Macauley, William Minich, William Motz, Arlene Oisten, Rudy Pulido, Shirley Ragsdale, Daniel Rocha, Ann Schrader, Gary Shray, Ben Westrate and Delbert Wilson.

For the second year in a row Comp Time, a band made up of Department of Management and Budget employees, provided entertainment. DMB leadership scooped 45 gallons of ice cream and served 450 cookies.

The great weather, good service by the leadership and upbeat music provided an enjoyable event to honor DMB's many dedicated employees.

Employee Recognition and Celebration Photos



Employee happenings

Safety With Judy: Housekeeping

Most of you probably have house cleaning responsibilities at home. But did you know good housekeeping is an important duty on the job too? The orderly arrangement of work areas is vital to the safety of all workers, regardless of whether they work in an office or in a labor and trades setting.

Approximately 1,000 people are killed on the job by falls in the US each year. Falls often result from tripping over loose articles left in walkways or stairways.

Keep trash, tools and equipment off the floor and stored in the proper places. This not only reduces tripping hazards, but protects the equipment you use.

It is up to each of us to hold up our end of the deal. When work areas are in order, the whole department is a safer place to work.

Judy Ferrigan is iDMB's Safety and Health columnist. Her column appears monthly.

New One-Stop Retirement Services

State employees seeking retirement and investment planning information can now enjoy one-stop shopping. The Lansing CitiStreet office has relocated to the Secondary Complex's General Office Building where Retirement Services is located. The CitiStreet staff, formerly located in downtown Lansing, handle all of the Deferred Compensation and Defined Contribution Plans participant education seminars throughout the state. They also help participants with general plan information, including forms and brochures, and problem resolution.

Customers should find the new location more convenient, especially if they have questions about retirement issues as well. Other pluses for both active employees and retirees are free parking and a location near the freeway.

Individuals who have questions about account balances, transfer of funds, or change of salary deferrals, address or beneficiaries should continue to call CitiStreet's toll-free information line at 800-748-6128. Those with general plan questions can call 517-636-6077 and speak with a local CitiStreet staff member or arrange an appointment.

Droste Earns Master Electrician License



Neal Droste recently earned his Master Electrician License.

Neal Droste, Infrastructure Services, recently earned his Master Electrician License. Droste started his career as an electrician through an apprenticeship program at Michigan State University, and joined the Department of Management and Budget in 1994.

In order to earn his Master Electrician License Droste was required to have 12,000 hours of electrical experience and to pass a rigorous test. He said it has been a career goal to earn this license, which is the highest an electrician can receive.

Patel Earns Professional Engineer License

Rashmi Patel, Infrastructure Services, recently passed an exam to become a Licensed Professional Engineer. Rashmi works for Infrastructure Services' Design and Construction Division and provides mechanical and electrical engineering services.

Patel earned his Bachelor of Science degree in Mechanical Engineering from The University of Michigan, Ann Arbor, in 1983.



Rashmi Patel, recently became a Licensed Professional Engineer.

Employee happenings

Correspondents:

Acquisition Services

Darleen Heim

Marilyn Becker

Agency Services

Geneva Hawthorne

Director's Office

Shirley Ragsdale

Financial Services

Denice Ballard

Dorinda Dienhart

Tari Teremi

Infrastructure

Services

Connie Shutes

Organizational

Services

Jeannette Bekke

Grace Bonofiglio

Retirement Services

Rosemary Baker

Tenant & Land

Services

Debbie Sanchez

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Grace Bonofiglio

Competency Based Training

Judy Ferrigan

Safety and Health

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iDMB is an electronic newsletter produced on a monthly basis by Organizational Services for the employees of the Department of Management and Budget.

If you have questions or comments please call (517) 335-5283.

Garrison opens heart, home to refugees

For over a year Kris Garrison, Tenant and Land Services, has donated her time through Refugee Services, a nonprofit group that assists displaced refugees, to help a group of young men known as "the Lost Boys." During the late 1980's thousands of boys fled war-torn Sudan. Over the next decade they were bounced from country to country. Many died of starvation, disease, animal attack or were killed during the civil wars that have ripped apart many East African nations. After years of hardship for the lost boys, the US agreed to take in 3,500 of them as refugees.

A group of about 100 of these young men settled in Lansing. The refugees who were over the age of eighteen, known as "majors," were placed in apartments and given temporary financial assistance. Garrison, her husband and family have spent their time with these older boys.

Adjusting to American life as a refugee can be confusing and scary. Garrison has worked to acclimate the boys to their new way of life: teaching them how to cook, buy groceries, open bank accounts and drive. She has also informally adopted Mawut, a 21 year old with whom she has been working. Mawut is living with the Garrisons while he finishes his G.E.D. and works full time.

"I love working with them. These guys have survived hell and are still kind, caring, hard-working people," says Garrison. "They fully appreciate the things we take for granted every day. I am so happy to have had the opportunity to get to know them. I have 25 boys who call me 'Mom-Kris' and it just warms my heart."

Those interested in helping refugees in the Lansing area can call Vince Delgado, volunteer coordinator for Refugee Services at (517) 484-1010.



(Left to right, back row) Peter Dhuor, Jacob Garang, Kris Garrison, Greg Garrison, Abraham Aluel, Daniel Mayen, Mawut Manyang, (front row) Angelo Mayen Thiel, Nathaniel Chol, and Angelo Achiec Thiel.

Confer Earns Certificate



Herb Confer recently earned his NICET II certificate

Herb Confer, Infrastructure Services, recently passed an exam to become a National Institute for Certification in Engineering Technology (NICET) II certified technician. Confer works for Infrastructure Services' Operations Division maintaining life safety systems.

partners in caring
SECC

This Year's
Campaign Starts
September 10.
Watch For Your
Employee Pledge
Form.